

Parkland Regional Health Authority

Annual Report

2007/2008

Individuals, families and communities achieving the best possible health and wellness.



Table of Contents

Letter of Transmittal and Accountability	3
Message from the CEO	4, 5
Board Governance	6, 7
Advisory Councils	8
Organizational Structure	9
Strategic Direction: Healthy Living	10, 11
Chronic Disease Prevention Initiative	12, 13, 14
Strategic Direction: Aboriginal Health	15
Strategic Direction: Seniors Health	16, 17
Strategic Direction: Integrated, Sustainable Health System	18, 19
Strategic Direction: System Performance	20, 21
Strategic Direction: Human Resources	22, 23
Financial Information	24 - 27
Public Interest Disclosure	28
French Language Services	28
Appendix A: 2006/2007 Annual General Meeting	29
Appendix B: Awards and Honours	30, 31

Letter of Transmittal

Hon. Theresa Oswald
Minister of Health
Province of Manitoba

Madame Minister:

We have the honour to present the Annual Report for the Parkland Regional Health Authority, for the fiscal year ended March 31, 2008.

This annual report was prepared under the Board's direction, in accordance with the Regional Health Authorities Act, and directions provided by the Minister of Health. All material, economic and fiscal implications known as of September 30, 2008 have been considered in preparing the annual report.

The Board has worked diligently during the past fiscal year to address issues and concerns surrounding health and health care delivery in the Region.

It is with a sense of pride and accomplishment that we look back on the year, all the while knowing there is still much work that lies ahead.

In keeping with the Board Vision: "Individuals, families, and communities achieving the best possible health and wellness", we continued our focus on partnerships, visibility, linkage and communication within our Region. We also continued our regular practice of meeting with municipal representatives, school divisions and affiliated facility boards.

I thank outgoing Board members Dot Connolly of Sifton, Heather Morden of McCreary and John Zaplitny of Gilbert Plains, for their valuable contributions to the RHA during their terms. The Board will miss their professionalism and dedication to health care in the Parkland Region.

I welcome our new additions to the Board which include Sharon Basaraba of Gilbert Plains, Beverly Clearskey of Bowsman, Pat Delaurier of Laurier, Mary Hudyma of Dauphin and Robert Hanson of Mafeking. The Board looks forward to working with the CEO, staff, community partners and stakeholders, and our advisory councils as we move forward to further enhance the quality of our health services and programs in 2008/2009.

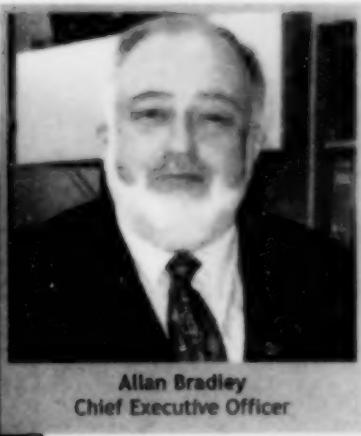
Respectfully submitted
on behalf of Parkland
Regional Health
Authority Board.

Lynda Mann
PRHA Board Chair
2007/2008



Lynda Mann
PRHA Board Chair

**Letter of
Transmittal &
Accountability**



Allan Bradley
Chief Executive Officer

Message from the CEO

I am pleased to provide a brief overview on the Parkland Regional Health Authority's Annual Report for the 2007/2008 fiscal year. This was my first full year as Chief Executive Officer of the PRHA. It has certainly been a year filled with exciting program and site enhancements as well some interesting challenges which we have encountered along the way.

I truly believe that all of us that represent the Parkland Regional Health Authority are steadfast in our commitment and approach to ensure the PRHA is a great place to work. In addition, we want to continue to promote our belief that the Parkland area is a great place to live.

The Region continues to place great emphasis on communications with its stakeholders. We strive to find out what our strengths are and the areas that we need to improve. That is why, as a provider of health

services, we depend on external feedback to assist in measuring our ability to address the health needs of the people we serve, and embark on ways to improve. I truly believe no matter how well you do something today, you can always improve upon it.

With that, I list some of the key accomplishments and challenges which occurred over the past year.

Quality Improvement

The PRHA took part in its third Regional Accreditation Survey from October 29 - November 2, 2007. As a result, we received an "Accreditation with Report" award from the Canadian Council on Health Services Accreditation (CCHSA). "With report" means that as a condition of maintaining national accreditation status, the PRHA must provide a progress report back to CCHSA on specific recommendations.

(For more on our accreditation survey, log on to the PRHA website at www.prha.mb.ca).

Workplace Wellness

The first gathering of the PRHA's "Workplace Wellness Committee" took place in early 2008. The goal is to develop a comprehensive workplace wellness program based on research and best practices. Program recommendations and further implementation strategies will continue throughout the next fiscal year.

Capital Projects

The new Community Health Services building was completed in Dauphin in early 2008 and houses all community health programs including public health, mental health, home care and community therapy services. The PRHA Corporate Office and Parkland Family Medicine Residency Unit are also located within the new site.

Maintenance of Services throughout the Region

There is a widening gap between the number of staff required to run all of our services and the actual number of staff we currently have in place. This applies across the board in the Acute Care, Long Term Care, Emergency Medical Services, Community Health and medical service (Physician) areas.

However, none of the challenges this past year have been as great as the pressures we have faced at the Dauphin Regional Health Centre (DRHC). Human resource shortages have resulted, on occasion, in temporary disruptions of service or curtailed services within DRHC. This has been very challenging for our staff and physicians, not to mention the concern of Parkland residents who are affected by the disruption of services. I commend our staff and physicians for going above and beyond the call of duty during these occasions.

In response to these challenges, we continue to take significant steps to ensure that the services we provide are available in a consistent manner. This requires a concerted approach to many aspects in order to bolster and revitalize our services. In particular, our ongoing recruitment and retention initiatives are essential to many of these efforts.

Recruitment & Retention

Like other Health Regions across the country, the PRHA continues to face human resource challenges. During the past year, more than ever before, our RHA has had to balance the responsibility of being able to provide safe patient care with the difficulties associated with obtaining and securing sufficient health human resources. As a result, we continue with active recruitment and retention strategies in an effort to sustain health services within our geographically large Region.

(For more on human resources please refer to Page 22).

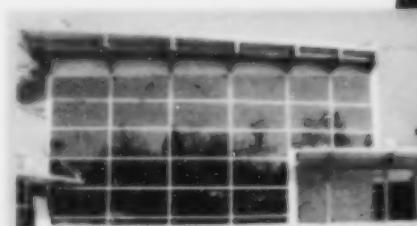
Financial Challenges

The PRHA was also faced with budgetary pressures during 2007/2008. Despite an increase in revenue, increased costs in hospital care left the Region with a deficit of \$946,202 this past year. This compares to a deficiency of about \$1.7-million in 2006/2007. (A summary of the PRHA's audited financial statements can be found on Pages 25-27).

In closing, I thank RHA staff, physicians, managers and volunteers for the significant effort and contributions made throughout the year. This commitment to our patients, clients and residents of the Parkland Region is the foundation to who we are as an organization and is the key to our mission to provide the best care possible to the people of Parkland. I look forward to working with all of our stakeholders and



Old Community Health Building



D.C.H.S. Outside March 2008

partners as we work towards the PRHA Vision of "Individuals, families and communities achieving the best possible health and wellness."

Respectfully submitted,
Allan Bradley
Chief Executive Officer

**Message
from the CEO**

Board Governance



PRHA Board 2007/2008

Front left are Barry Chalmers (Swan River), John Tichon (Fork River), Dot Connolly (Sifton), Rowena Powell (Roblin), Lynda Mann, Chairperson, (Swan River), Heather Morden (McCreary), Anne Lacquette (Mallard).

Back left are John Zaplitny (Gilbert Plains), Paul Overgaard (Dauphin), Doreen Stammen (Rorketon), Gerald Shewchuk (Dauphin), Paul Freed (Swan River).



Board Role

The PRHA operates under the direction of a 14-member Board, which is responsible to the Minister of Health. The Board's role is to ensure the organization's accountability by monitoring and evaluating its performance and by interacting and communicating with the public, stakeholders and partners.

Board Vision

"Individuals, families and communities achieving the best possible health and wellness."

Board Mission

In Pursuit of its Vision, the Authority exists so that there will be:

- Optimal Quality of Life
- Healthy Lifestyles
- Healthy Environments
- Treatment of the ill and injured

Board Governance

The Board has set four Ends that it reviews and monitors on a regular basis. (Ends are the measurable goals, impacts and outcomes the Board wants to achieve).

The Board concentrates on areas where data indicates our Region needs improvement. Specific to the Ends policies, the Board receives monitoring reports on the status of progress towards these Ends. These monitoring reports provide an overview of results relative to each End.

On its part, the Board reviews the organization's progress towards its declared Ends, determines whether or not progress is satisfactory, and evaluates the CEO's (and the organization's) performance based on these results. As well, the Board may review and/or modify the Board's Ends and expectations for the following reporting period.



PRHA Board 2007/2008

Front left are Barry Chalmers (Swan River), John Tichon (Fork River), Dot Connolly (Sifton), Rowena Powell (Roblin), Lynda Mann, Chairperson, (Swan River), Heather Morden (McCreary), Anne Lacquette (Mallard).

Back left are John Zaplitny (Gilbert Plains), Paul Overgaard (Dauphin), Doreen Stammen (Rorketon), Gerald Shewchuk (Dauphin), Paul Freed (Swan River).

Health Planning Process



Board Role

The PRHA operates under the direction of a 14-member Board, which is responsible to the Minister of Health. The Board's role is to ensure the organization's accountability by monitoring and evaluating its performance and by interacting and communicating with the public, stakeholders and partners.

Board Vision

"Individuals, families and communities achieving the best possible health and wellness."

Board Mission

In Pursuit of its Vision, the Authority exists so that there will be:

- Optimal Quality of Life
- Healthy Lifestyles
- Healthy Environments
- Treatment of the ill and injured

Board Governance

The Board has set four Ends that it reviews and monitors on a regular basis. (Ends are the measurable goals, impacts and outcomes the Board wants to achieve).

The Board concentrates on areas where data indicates our Region needs improvement. Specific to the Ends policies, the Board receives monitoring reports on the status of progress towards these Ends. These monitoring reports provide an overview of results relative to each End.

On its part, the Board reviews the organization's progress towards its declared Ends, determines whether or not progress is satisfactory, and evaluates the CEO's (and the organization's) performance based on these results. As well, the Board may review and/or modify the Board's Ends and expectations for the following reporting period.

Board Activities

The PRHA Board continued its focus on partnerships, visibility, linkage and communication within our Region. The regular practice of rotating meetings throughout the year provides the board with excellent face to face discussions with municipal representatives, school divisions, affiliated facility boards, and numerous stakeholders and health partners. The PRHA Board continues to be guided by its five-year strategic plan (2006-2011) and the priorities listed within. In 2007/2008, presentations and discussions occurred at the Board level on the following topics:

- 2008/2009 Health Plan
- Financial condition/asset protection
- Governance evaluation
- Patient safety reports
- Client satisfaction
- Access to services
- Ethics and research

- Partnerships
- Volunteer and Staff Treatment
- Treatment of clients
- CEO Job description/job evaluation
- Human Resources Plan
- Information management
- Communication/support to the Board

Board Committees

The Board has four standing committees to assist it in carrying out its legislative responsibilities.

They are:

Executive Committee

Acts on behalf of the Board in urgent situations, when it is not feasible or practical to convene a meeting of the entire Board. The Committee must report any actions taken at the next meeting of the Board and it does not

have the authority to change Board bylaws or policies or to act against them.

Finance and Audit Committee

Reviews options and implications for the Board's consideration regarding finance, audit, and capital planning issues. The Committee also reviews the appropriateness of the Board's own spending, in areas such as expense reimbursement, Board development and other Board expense accounts.

Program and Planning Committee

Helps identify a list of ongoing educational needs of the Board and provides written alternatives and implications for the Board's consideration regarding how to meet those educational and developmental needs. The Committee also reviews policy alternatives and implications for the Board.

Community Relations Committee

Reviews and makes recommendations to the Board in relation to the Board's communications with its stakeholders. The Committee also advises the Board on policies and procedures relating to Board interaction with Advisory Councils, municipal and provincial politicians and the general public.



2007 PRHA Advisory Council Workshop Participants

From front left: Anita Dixon, Peggy Kowalchuk, José Randell, Dianne Hamiwna, Diane Hrychuk, Ollie Yaremchuk, Debra Church.
Back left: Lorene Ward, Ella Wynn, Rowena Powell, Anne Lacquette, Gwen Palmer, Anna Fullerton, John Tichon, Karin Fendick, Gerald Shewchuk, Paul Overgaard, Paul Freed, Amy Shaw, Peter McKay, Garry Meadows, Lynda Mann, Wes Rumak, Giselle deMeuelles and Bob Curle.
Staff and Management present, but not pictured, included Maggie Campbell, Blaine Kraushaar, Georgina Lendvoy and Allan Bradley.

2007 Advisory Council Workshop

PRHA Board members as well as management staff met with representatives of the Board's three Advisory Councils in October 2007. Representatives were on hand from the Eastern District Health Advisory Council (EDHAC), the

Western District Health Advisory Council (WDHAC) and the Regional Mental Health Advisory Council (RMHAC).

Advisory Council members were provided with an overview of the Board Health Planning process, which included information regarding the Board's

annual health planning process as well as the long-term vision included within the 2006-2011 Strategic Health Plan.

The timeline on the PRHA's next Community Health Assessment (CHA) was also outlined. The third Community Health Assessment will be submitted to Manitoba Health in September 2009.

The last CHA was conducted in 2004.

More information about each Advisory Council, and Advisory Council members, is available on the PRHA website at www.prha.mb.ca.

Advisory Councils



2007 PRHA Advisory Council Workshop Participants

From front left: Anita Dixon, Peggy Kowalchuk, José Randell, Dianne Hamiwna, Diane Hrychuk, Ollie Yaremchuk, Debra Church.
Back left: Lorene Ward, Ella Wynn, Rowena Powell, Anne Lacquette, Gwen Palmer, Anna Fullerton, John Tichon, Karin Fendick, Gerald Shewchuk, Paul Overgaard, Paul Freed, Amy Shaw, Peter McKay, Garry Meadows, Lynda Mann, Wes Rumak, Giselle deMeuelles and Bob Curle.
Staff and Management present, but not pictured, included Maggie Campbell, Blaine Kraushaar, Georgina Lendvoy and Allan Bradley.

2007 Advisory Council Workshop

PRHA Board members as well as management staff met with representatives of the Board's three Advisory Councils in October 2007. Representatives were on hand from the Eastern District Health Advisory Council (EDHAC), the

Western District Health Advisory Council (WDHAC) and the Regional Mental Health Advisory Council (RMHAC).

Advisory Council members were provided with an overview of the Board Health Planning process, which included information regarding the Board's

annual health planning process as well as the long-term vision included within the 2006-2011 Strategic Health Plan.

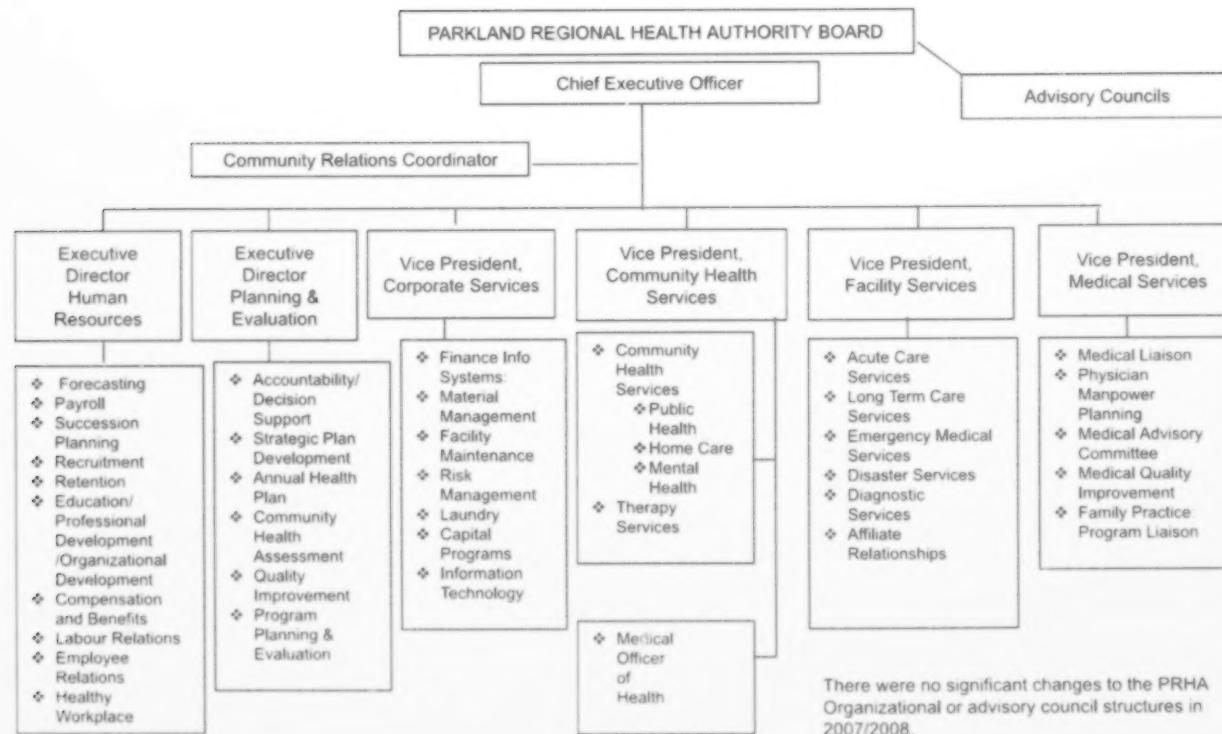
The timeline on the PRHA's next Community Health Assessment (CHA) was also outlined. The third Community Health Assessment will be submitted to Manitoba Health in September 2009.

The last CHA was conducted in 2004.

More information about each Advisory Council, and Advisory Council members, is available on the PRHA website at www.prha.mb.ca.

Advisory Councils

Parkland Regional Health Authority Organizational Structure



There were no significant changes to the PRHA Organizational or advisory council structures in 2007/2008.

February 1, 2008

Organizational
Structure

Strategic Direction



Triple P Parenting



Swan River Preschool Wellness Fair

Healthy Living

Our goals:

- Improved health status of Parkland residents.
- Parkland residents make positive choices for healthy living.
- Healthy babies, children and families.
- Prevention and control of communicable disease in Parkland.
- Parkland residents take steps to prevent injury.

Our accomplishments:

- Continued to formalize Board and Staff linkages with stakeholders and partners such as First Nations Chiefs and Health Departments, Aboriginal and Northern Affairs, Manitoba Metis Federation, Housing Authorities, Economic Development departments and healthy

community committees in the Region.

- Support for the Chronic Disease Prevention Initiative (CDPI) continued with the PRHA providing resources to all eight cluster groups in the Region. (For more information about CDPI turn to page 12).
- Health Promotion worked with recreation partners to enhance provincial strategies such as the "In-Motion" campaign and Safe Kids initiatives.
- In an effort to support and implement healthy parent/child relationships, the Region trained staff to offer the "Triple P Parenting Program". The program provides a variety of levels of assistance to families based on the unique needs of the family and child.

• Implementation of the Children's Therapy Initiative continued. A central intake for all new referrals was developed and education to school and preschool programs has been provided to ensure that schools have appropriate screening programs.

• A Hearing Services Program was implemented in the Region.

• In order to build regional capacity to respond to new and emerging communicable disease threats, a Pandemic Influenza Preparedness Plan is under development.

- A focused campaign to increase the number of health care professionals immunized for influenza took place in 2007/2008. This focus was included with the annual strategy to **promote immunization** as the best means to prevent vaccine-preventable disease.

- In order to build capacity within the Region to address injury prevention, a **Regional Suicide Prevention Plan** was implemented. Some of the key components of the plan included establishment of a Regional Task Force along with a survey of community agencies.

- A **Falls Reduction Plan** for the elderly was developed and implemented, which included a Regional Falls Management Plan for Home Care and a Fall Management Plan for Personal Care Homes.

Our future directions/challenges:

- A new Community Advisory Council model will be implemented in 2008/2009.
- The Region will support implementation of year four of action plans associated with the Chronic Disease Prevention Initiative (CDPI).
- A communication plan will be finalized and implemented to profile information related to healthy living.
- The Region will continue to develop and implement an integrated approach to breastfeeding.

- Partnerships will be strengthened to address teen health and ways that focus on reducing risk-taking behaviours in Parkland youth.



Swan River Preschool Wellness

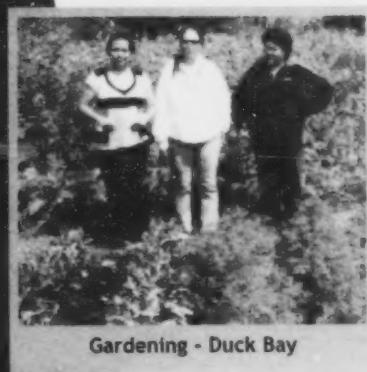


2007 Staff Flu Shot

Strategic
Direction



Gardening Workshop - Dauphin



Gardening - Duck Bay

Chronic Disease Prevention Initiative (CDPI)

CDPI is a community-led approach to chronic disease prevention and is the first demonstration project of its kind in Canada. It is jointly funded by Manitoba Health and Healthy Living and the Public Health Agency of Canada. CDPI is a five-year project that builds on local partnerships, citizen engagement and community development to address common modifiable risk factors (smoking, physical inactivity and unhealthy eating).

Our Goals:

The goals of the CDPI are to achieve:

- Community-led, evidence based approaches to primary prevention.
- Strong partnerships for sustainable initiatives.
- Integration and alignment with existing programs for added value.

- Enhanced capacity to address health disparities and to improve the health of Manitobans.

The Parkland Regional Health Authority has eight participating "clusters" of communities:

1. Dauphin
2. Swan River
3. North Cluster - Barrows, Mafeking, Birch River, Bellsite, Red Deer Lake, Baden, Powell, National Mills.
4. Sapotaweyak First Nation
5. Wuskwi Sipihk First Nation
6. North West Cluster - Camperville, Duck Bay, Pine Creek First Nation.
7. North East Cluster - Crane River, RM Lawrence, Spence Lake, Waterhen, Skownan First Nation, Meadow Portage, Mallard, Rockridge, and O-Chi-Chak-Ko-Sipi First Nation.
8. South East Cluster - McCreary, Alonsa, Bacon Ridge, and Ebb and Flow First Nation.

In 2007/08 the following activities took place:

Dauphin - provision of passes for swimming, bowling, and walking, healthy eating presentations, canning workshops, tobacco reduction campaign, diabetes screening, cooking club.

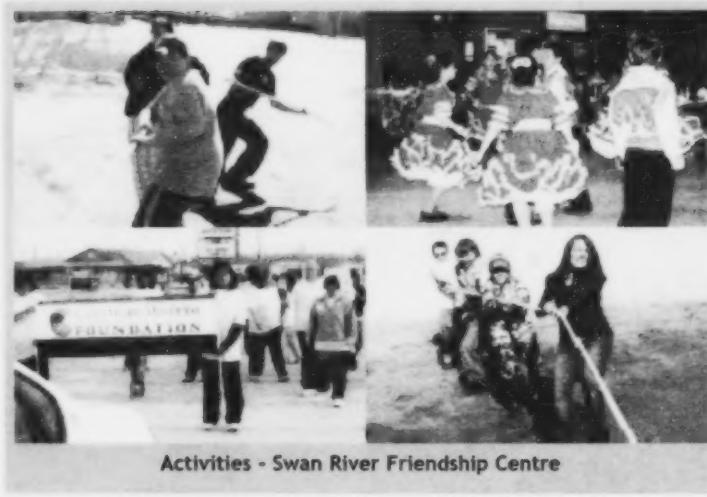
Swan River - Cooking for people with diabetes, horse shoe tournaments, bannock baking contest, variety of physical activities.



Smoking Cessation Workshop

North Cluster -
Community walk, healthy eating presentation, In-motion picnic, fitness centre development, weight loss challenge, diabetes screening, dance club.

North West Cluster -
Walking club, health fair, gardening project, exercise program, Spirited Walk, education - second hand smoke, diabetes prevention, Walk Across Canada challenge, In-motion physical activity event for children.



Activities - Swan River Friendship Centre

North East Cluster -
Tobacco reduction poster contest, gym nights, gardening & canning workshop, volleyball nights, walking club, diabetes screening.

South East Cluster -
Baseball, community clean-up walk, walking poker derby, aerobics, dance lessons, free swim, hiking club, nutrition workshop, hot lunch program for school-aged children, walk the halls.

Overall, there were 213 participants in tobacco reduction activities, 1,255 participants in healthy eating activities, and 4,087 participants in physical activity events.



Walk Across Canada - Duck Bay



Seed Packing - Rorketon



Crane River Walking Group

**Chronic
Disease
Prevention
Initiative**

Our measures:

- Immunization rates.
(Exhibit #6)
- Communicable
Disease-Environment
Related. (Exhibit #7)

Exhibit 6

Indicator Type:
Effectiveness

Indicator Name:
Influenza/Pneumococcal Immunization Rates

Indicator Definition:
Number of Immunizations - influenza and pneumococcal

Results:
Influenza Immunization rates (excluding physician office immunizations).

	2004/05	2005/06	2006/07	2007/08
Health Care Workers	775	680	731	795
Over 65 Years of Age:	5,012	4,926	5,161	4,847
• High Risk				
• Household Contacts	826	623	910	887
Total Immunized	6,613	6,229	6,802	6,560

Exhibit 7

Indicator Type:
Environmental Factors

Indicator Name:
Environmental related communicable disease

Indicator Definition:
of cases of reportable environmental-related communicable disease

Results:
Reportable Environmental-related Communicable Diseases

Disease	2005		2006		2007	
	Parkland	Manitoba	Parkland	Manitoba	Parkland	Manitoba
Hantavirus	0	0	0	1	0	1
Lyme Disease	0	0	0	1	0	1
Q Fever	0	0	0	1	0	1
West Nile Virus	0	58	0	51	18 (45.4)	586 (49.4)

* indicates less than 5 cases

Aboriginal Health

Our goals:

- Health status of Aboriginal people living in Parkland is improved.
- Develop cultural competence within PRHA staff.

Our accomplishments:

- Meetings with Metis, Tribal Councils, First Nations communities and organizations representing the Region's First Nations peoples occurred throughout the year.
- The PRHA in conjunction with West Region Tribal Council, supported funding submissions regarding two specific projects (Community Health Assessment and Aboriginal Health Human Resources Initiative).

- Ongoing partnerships were enhanced in regards to service delivery for programs and initiatives including Chronic Disease Prevention Initiative, Diabetes Education Resource and Public Health.

Our future directions/challenges:

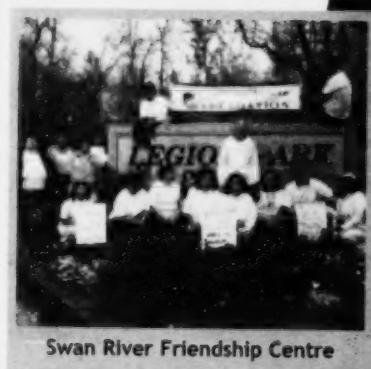
- The Region will develop a comprehensive Aboriginal Health Strategy through broad consultation with Aboriginal stakeholders
- The PRHA will develop a Regional process to address 'on-reserve' service requests.
- The Region will continue work to enhance and strengthen partnerships.



Barrows Board Meetings



Seed Packaging - Waterhen

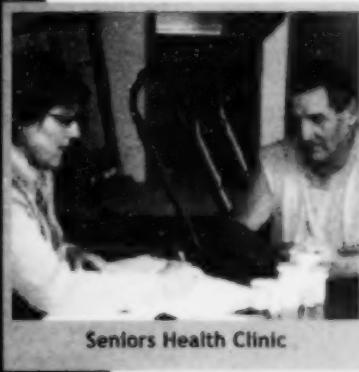


Swan River Friendship Centre

Strategic Direction



Swan River Social Events



Seniors Health Clinic

Seniors Health

Our goals:

- Help seniors maintain the highest level of independence possible.
- Develop a continuum of supports and services that address seniors health needs from primary prevention through to end of life care.

Our accomplishments:

- The PRHA expanded the **Support to Seniors in Group Living (SSGL) Program** to the communities of Swan River and Dauphin in 2007/2008. SSGL, located in a congregate setting, provides additional support services to seniors. The goal is to enable them to remain longer in their home environment.

- **Seniors Health Clinics** were held in four select communities and an evaluation on the program is underway.

- **A Falls Management Program** was piloted in two personal care homes.

- The PRHA provides funding to **21 congregate meal programs** in 13 communities. These programs provide a nutritious hot meal in a social atmosphere to assist seniors living independently. **Meals on Wheels** are provided through facility and community settings to bring nutritious meals to frail seniors who are not able to travel to a congregate meal program.

Our future directions/challenges:

- The PRHA is working in partnership with Manitoba Housing to implement the **Supportive Housing Initiative** at Happy Haven in Dauphin. The **Supportive Housing Program** is aimed at seniors with cognitive impairment to delay admission into a Personal Care Home.

- The PRHA will develop a plan for integration of the **Eden Alternative** into all of the Region's Long Term Care facilities.



SSGL Swan River 2008

Our measures:

- Congregate Meals provided.
(Exhibit #9)
- Clients served by Home Care Program.
(Exhibit #8)

Exhibit 8

Indicator Type:
Effectiveness

Indicator Name:
Clients Served by the Home Care Program

Indicator Definition:
Units of Service* and Open Cases at Year End

Results:
Units of Service

Year	Nursing	Support
2007/08	16,125	306,623
2006/07	16,523	370,704
2005/06	15,719	342,508
2004/05	11,752	408,643

* Unit of Service = one hour of service

Open Cases at March 21, 2008	1,177
Open Cases at March 21, 2007	1,225
Open Cases at March 21, 2006	1,243
Open Cases at March 21, 2005	1,229

Exhibit 9

Indicator Type:
Accessibility

Indicator Name:
Community Meal Programs for Elderly

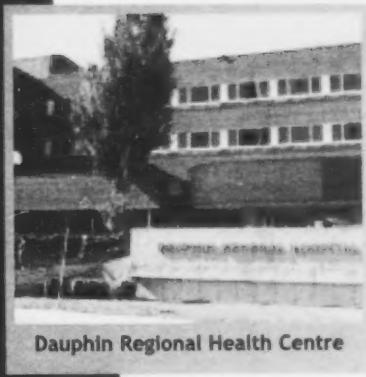
Indicator Definition:
Number of Meals Served

Results:

	2005/06	2006/07	2007/08
Congregate Meal	58,890	69,333	68,566
Meals on Wheels - Facility	12,221	11,879	10,372
Meals on Wheels - Community	4,753	4,401	4,114
Total Meals Served	75,863	85,613	83,052



"Get Better Together" Program



Dauphin Regional Health Centre

Integrated, Sustainable Health System

Our goals:

- Redesign health services to ensure we provide the right service at the right time at the right place
- Promote a shift in the use of resources between care and prevention

Our accomplishments:

- Increased opportunities for disease screening in the regional diabetes program, the cervical cancer screening program, and breast cancer screening program.

- The Region enhanced chronic disease management support by piloting the provincial "Get Better Together!" Program in Dauphin and McCreary in 2007/2008.

Get Better Together is a self-management program for people with any ongoing chronic condition.

- The PRHA initiated an analysis of assessing acute care programs and services.

• The Region continued work with Diagnostic Services of Manitoba (DSM) to facilitate the transfer of lab/imaging and diagnostic staff. DSM is responsible for the operation of diagnostic services in Manitoba and was finalizing a four-stage implementation plan to transfer all of the province's rural lab and diagnostic imaging staff to the centrally-managed organization.

Our future directions/challenges:

- Develop a comprehensive chronic disease management plan for the Region.
- Further increase opportunities for disease screening.
- The PRHA undertook preliminary work to more clearly define the role for acute care services at Dauphin Regional Health Centre.
- Develop a plan for basic and enhanced Emergency Medical (ambulance) services.
- Strengthen relationships with family physicians to enhance care for Mental Health clients and other at-risk populations.

Our measures:

- DER Client contacts/seen. (Exhibit #12)
- Mammography screening - Parkland. (Exhibit #11)
- Cervical cancer screening participation rates. (Exhibit #10)

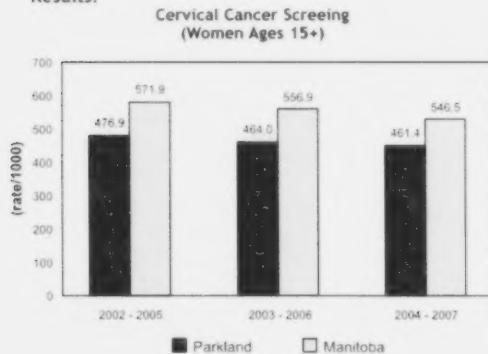
Exhibit 10

Indicator Type:
Health System Performance - Public Health Surveillance

Indicator Name:
Cervical Cancer Screening Rate

Indicator Definition:
Number of women per thousand who had a cervical cancer screen within the three year time period.

Results:



Interpretation:

The Manitoba Cervical Cancer Screening Program (MCCSP) goal is for 70% of women to be screened.

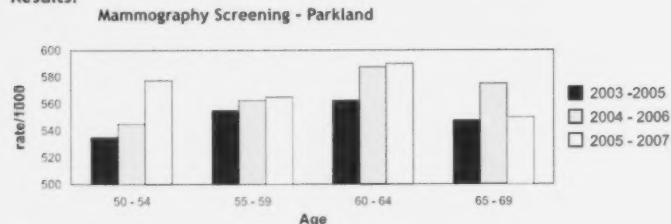
Exhibit 11

Indicator Type:
Health System Performance - Public Health Surveillance

Indicator Name:
Mammography Screening Rates

Indicator Definition:
Rate per thousand of Parkland women aged 50-69 years who had a mammography screen.

Results:



(Source: Manitoba Health)

Interpretation:

While Parkland rates have improved since the late 1990's, we are still below the participation target of 70% of eligible women.

Exhibit 12

Indicator Type:
Effectiveness

Indicator Name:
Clients served by the Diabetes Education Resource (DER)

Indicator Definition:
Number of diabetes education contacts

Results:
Units of Service

Fiscal Year	Number of Clients	Number of Contacts Diabetes Educator
2004/05	753	1655 (per DER database)
2005/06	992	1555 (per DER database)
2006/07	806	1545 (per DER database)
2007/08	801	1507 (per DER database)

Strategic Direction



Accreditation Survey



Swan River Telehealth

System Performance Improvement

Our goals:

- Ensure continuous improvement is fully integrated into work of all staff, volunteer and physicians.
- Develop a culture of safety through evidence-based quality improvement processes.
- Adopt a client-centred approach to care.
- Formalize a community engagement strategy.

Our accomplishments:

- The PRHA participated in a Region-wide national accreditation survey conducted by Accreditation Canada.

- The provincial "It's Safe to Ask" Program was implemented and promoted.

- A Regional Telehealth Committee was developed to coordinate the planning and delivery of telehealth services in the Parkland Region. The Committee will identify priorities for expansion of telehealth services in the Region.
- Ongoing collaboration continues with nurses, physicians and managers at the Dauphin Regional Health Centre through the 'Relationships by Objectives' process.

- A Regional Infection Control Committee was established and a surveillance program for both acute and long term care was developed.

- Two acute care centres in the Region, Dauphin and Swan River, participated in the Canada Patient Safety Institute (CPSI) Medication Reconciliation project.



Paws for Cause

Our future directions/challenges:

- The Region will participate and promote the Safer Healthcare Now program.
- A regional patient safety framework will be implemented.
- Safe work procedures for non-safety engineered needles will be identified and developed.
- Recommendations from the 2007 Accreditation Survey will be addressed.

- A region-wide hand hygiene program "Paws for the Cause" will be fully implemented in 2008/2009.

Our measures:

- Client concerns managed. (Exhibit #14)
- Telehealth sites usage. (Exhibit #13)

Exhibit 13

Site	Clinical	Continuing Education	Administration	Tele-Visit	Other	Total (Minus Testing)
Dauphin	1,338	296	149	0	23	1,806
Swan River	846	144	113	0	9	1,112
Ste. Rose	273	115	57	0	9	454
Roblin*	198	80	46	0	6	330
Total	2,655	635	365	0	47	3,702

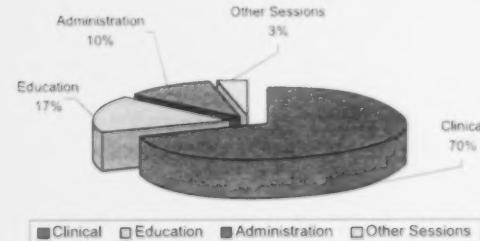
Exhibit 14

Client Concerns - Two Year Comparison

	2006/2007	2007/2008
April	7	9
May	7	8
June	7	4
July	2	6
August	11	7
September	13	6
October	8	5
November	5	8
December	3	4
January	9	1
February	7	10
March	3	3
Totals	82	71

Telehealth

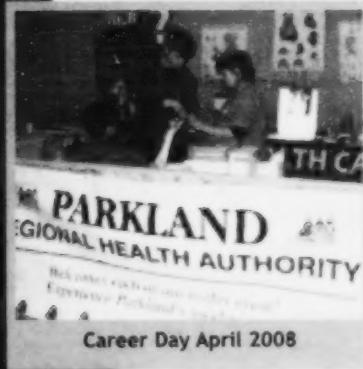
Overall Network Utilization Summary 2007/08



Strategic
Direction



Recruitment Trip to Europe



Career Day April 2008

Strategic Direction

Human Resources

Our goals:

- Establish an organizational culture that attracts, develops and retains the best possible people.

Our accomplishments:

- A **Regional Workplace Wellness Committee** was established to follow through on the PRHA's comprehensive Workplace Wellness Program. The program's goal is to develop workplace wellness initiatives based on research and best practice.
- The Region participated in several **recruitment and retention activities**. Some of these included:
- A **foreign-nursing recruitment strategy** was initiated which included attending Emigration shows in

London, Germany and the Netherlands in early 2008.

- The Region was a rural host site for the **Diploma Nurses Accelerated Program** delivered by Red River College. The Program increases access to nursing education for licensed practical nurses (LPNs) living in rural communities.
- In a partnership with Assiniboine Community College, the PRHA helped to deliver an extensive **Health Care Aide Co-op Training Program**.
- Attended the Annual **Parkland Career and Job Fair** to promote health care professions to students.
- Attended job fairs at University of Manitoba, Brandon University and Red River College.
- Participated in **Rural Week**, in partnership with Manitoba's Office
- of **Rural and Northern Health**. The week is designed to promote the benefits of working in rural settings for first-year medical residents enrolled at the University of Manitoba.
- Partnered with Office of Rural and Northern Health to deliver **health care career focused presentations** which are delivered in high schools.
- Attended the **University of Manitoba Family Medicine Retreat** and hosted a luncheon with 1st and 2nd year medical students.
- Attended the **National Family Medicine Forum**.
- The **PRHA Human Resources Plan** was updated.
- The **Regional Education Plan** was updated during the year.

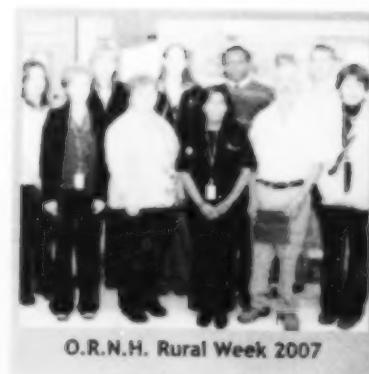
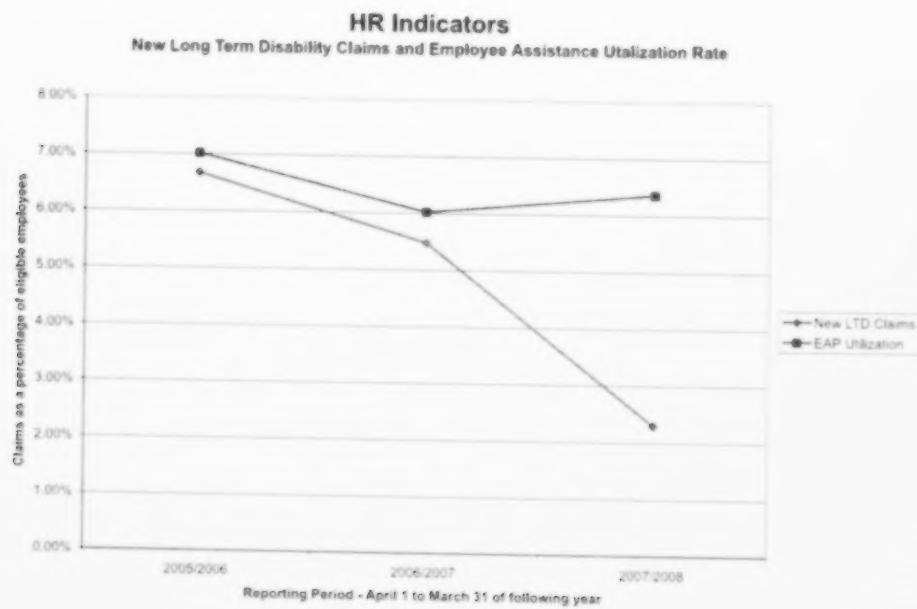
Our measures:

- New LTD Claims and EAP Utilization Rate. (Exhibit #15)

Our future directions/challenges:

- The Region will continue to engage stakeholders in recruitment and retention activities.

Exhibit #15



Strategic
Direction

Auditor's Report

To the Board of Directors of Parkland Regional Health Authority Inc.

We have audited the consolidated statement of financial position of the Parkland Regional Health Authority Inc. as at March 31, 2008 and the consolidated statements of changes in net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these consolidated financial statements present fairly, in all material respects, the financial position of the Parkland Regional Health Authority Inc. as at March 31, 2008 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Meyers Norris Penny LLP

Brandon, Manitoba

June 19, 2008

Chartered Accountants

Parkland Regional Health Authority Inc.
Consolidated Statement of Financial Position

As at March 31, 2008

	2008	2007	2006	2005
Assets				
Current				
Cash	1,351,276	5,183,113	6,517,289	1,957,727
Current investments (Note 2)	8,920,521	(8,920,521)	2,381,134	
Accounts receivable (Note 3)	(26,743)	5,214,996	3,379,789	1,798,336
Due from Manitoba Health (Note 4)	(2,304,538)	2,304,538	1,540,294	
Inventory	260,419	1,267,197	1,176,616	1,175,384
Prepaid expenses	78,774	617,985	676,745	708,164
Intangible	(407,873)	(407,873)	-	-
	1,235,564	11,175,164	37,471,128	17,736,037
Long-term investments (Note 2)				17,237,424
Capital assets (Note 5)	9,422,513	(9,422,513)	30,389,952	8,611,171,000
Invest assets	(2,879)	(2,879)	(2,879)	(2,879)
Accrued liability (Note 6)	(6,781,211)	(6,781,211)	(6,781,211)	(6,781,211)
	1,692,113	(1,290,213)	124,511,988	128,475,381
Liabilities				
Current				
Bank credit	12,615	-	12,615	202,071
Accounts payable and accruals	(1,221,914)	(1,221,914)	9,801,298	14,511,916
Long-term liability payable	(143,615)	(143,615)	(9,000,824)	(8,711,296)
Current portion of long-term debt payable	-	(8,463)	(81,450)	(11,510,000)
	(1,356,332)	(1,356,332)	18,594,677	18,723,296
Long-term debt (Note 6)				8,162,568
Deferred benefit entitlement (Note 7)	74,426	5,115,189	3,866,018	3,700,265
Deferred contributions (Note 7)	7,291,783	(6,892,113)	(10,506,819)	(9,794,206)
Trust liabilities	2,960	(6,060)	33,535	(77,366)
	8,738,015	(10,608,266)	106,106,569	101,171,032
Net Assets				
Investment in capital projects (Note 1)	965,567	1,770,458	2,766,586	1,503,477
Financially restricted assets	1,673,644	-	267,064	153,707
Invested net assets	(1,754,441)	(4,076,760)	(5,265,728)	(5,471,571)
	(12,181)	(2,306,513)	(2,429,658)	(2,126,542)
	(1,665,675)	(11,296,515)	(14,571,488)	(15,475,381)

Auditor's Report

Parkland Regional Health Authority Inc.
Consolidated Statement of Operations

For the year ended March 31, 2005

	2005	2004	2003
Key figures			
Manitoba Health Consolidated Revenue (MHSR) 2005	14,681,510	90,921,210	101,476,526
Patient revenue	2,176,334	5,037,228	7,115,722
Other income	109,527	3,127,171	2,436,998
Amortization of deferred contributions	810,211	3,144,637	3,065,868
	15,601,652	105,182,010	111,018,392
Expenses			
Acute care	6,191,050	10,232,164	15,726,517
Long term care	10,121,915	23,553,162	32,118,225
Community and mental health	1,421,228	17,421,226	18,177,872
Hospital	1,731,018	11,546,016	11,819,246
Emergency response and inspection	—	4,011,982	4,007,982
Parkland Regional Hospital Laundry Fund	—	1,022,966	969,413
Residential health costs (MHSR 2005)	—	1,814,164	1,168,999
Medical representations - non-global	1,048,270	1,010,060	1,399,636
Pre-retirement	151,270	746,262	939,539
Amortization of capital assets	476,411	3,767,714	4,679,771
Interest on long-term obligations	—	11,764	99,748
	18,186,611	90,554,561	112,505,146
Excess (deficiency) of revenues over expenses	(15,585,659)	(807,379)	(1,486,753)

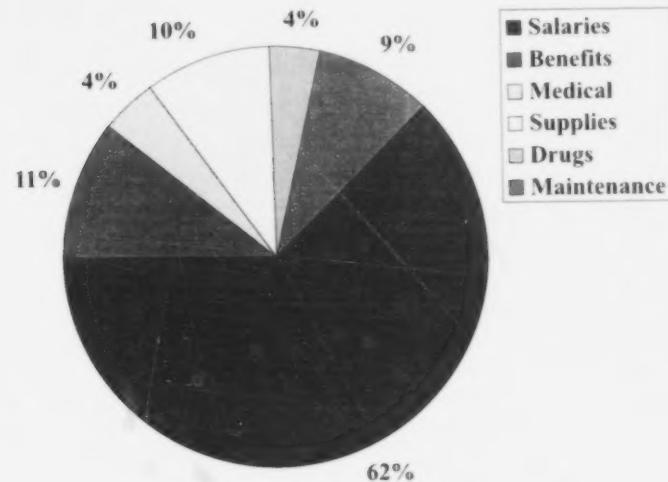
A complete set of financial statements, auditor's report and the statement of public sector disclosure (related to Section 2 of the Public Sector Compensation Disclosure Act) can be obtained by contacting the Parkland Regional Health Authority Corporate Office at (204) 638-2118 or Toll-Free at 1-800-259-7541.

If you wish to see the full version of the consolidated financial statements,
you can log on to the PRHA website at www.prha.mb.ca

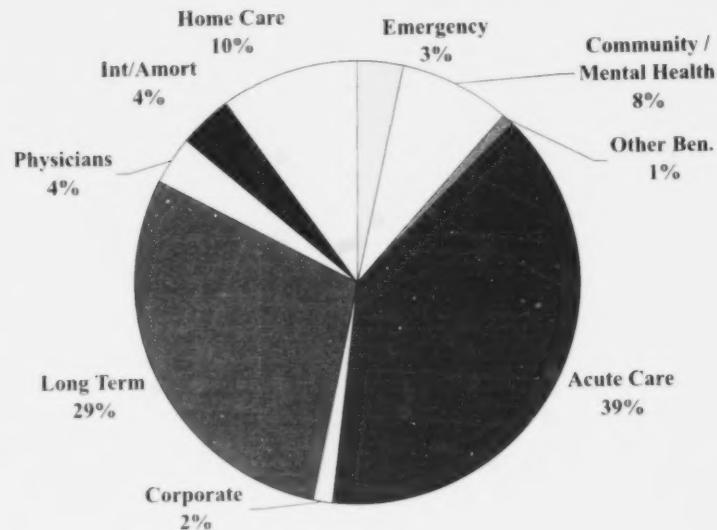
**Parkland Regional Health Authority
Schedule of Expenditures by Type
2007/2008**

Salaries	\$73,485,481
Benefits	12,757,860
Medical Personnel	4,762,401
Supplies	11,511,522
Drugs	4,697,232
Utilities	2,568,191
Maintenance / Amortization / Equipment	7,758,474
Total	117,541,161

Expenses by Type \$117.5 M



Expenses by Sector \$117.5 M



Public Interest Disclosure - Bill 34

The Public Interest Disclosure - Bill 34 (Whistleblower Protection Act) gives employees and others a clear process for disclosing concerns about significant and serious wrongdoing in the Manitoba public service, and provides protection from reprisal.

The act (Bill 34) is not intended to deal with routine operational or human resource matters. Employees who have concerns about such matters should follow existing procedures to deal with these issues.

The new law applies to employees and officers at all levels of provincial departments, Offices of the

Legislative Assembly, and government bodies. These bodies include government agencies, such as Manitoba Hydro, the Manitoba Liquor Control Commission, the Workers Compensation Board and others.

Also included are regional health authorities, child and family services authorities and agencies, and any other government body that

has been included by a regulation under the new law.

As per subsection 18 of the Act, and in terms of reporting procedures, in 2007/2008, the Parkland Regional Health Authority did not receive any disclosures under Bill 34.

French Language Services

In accordance with the Province's French Language Services Legislation, the PRHA is committed to providing health services, to the extent possible, in both official languages in identified areas.

In the Parkland Regional Health Authority, the identified areas include Ste. Rose du Lac, Laurier and Ste. Amelie.

In accordance with the Legislation, all designated Regional Health Authorities (RHAs) in the province must develop French Language Services (FLS) Plans.

The PRHA French Language Services Plan is available on-line at www.prha.mb.ca.



French Language Services Map

2006/2007 Annual General Meeting

The Parkland Regional Health Authority (PRHA) reviewed its 10th year of operation at its 2006-2007 Annual General Meeting on November 15, 2007. The informational meeting attracted about 95 people to the Parkland Recreation Complex in Dauphin. Chief Executive Officer Allan Bradley presented an overview of the accomplishments and challenges of the fiscal year, which ended March 31, 2007.

The PRHA continues to feel the impact of financial and human resource challenges. As a result of those challenges, the RHA recorded a deficit of nearly \$1.72 million for the 2006/2007 fiscal year.

Mr. Bradley outlined some of the important developments which took place during the

2006-2007 year including:

- Manitoba Telehealth services were expanded to Roblin, making it the fourth Telehealth site in the Region.
- The Swan Valley Health Facilities (SVHF) transferred its affiliate operations to the PRHA in November 2006.
- Swan River became the 17th Hemodialysis treatment location in Manitoba and second site in the Parkland when dialysis services commenced operation at Swan Valley Health Centre in November 2006.
- Construction on the new community health services building in Dauphin began with a sod turning ceremony in November 2006.
- The PRHA continued to prepare for its third Regional Accreditation Survey during the year.

• The PRHA became the first organization in Manitoba and the first RHA in Canada to receive an international disability management

award that assesses how workplaces treat injured or ill employees.

The complete 2006/2007 PRHA Annual Report is available on the PRHA website at www.prha.mb.ca.



Individual Award Winners

Volunteer award recipients were from front left Charles Brade (Roblin) and Terry Tomlinson (Fork River). Back left are Anne Nemez (Swan River), Edie Lloyd (McCreary) and Millie McLuckie (McCreary).



Group Award Winners

The Winnipegosis Personal Care Home Patio Committee received the volunteer group award. From front left are Loretta Fleming, Rosie Drewniak, and Pearl Tichon. Back left are Bernice Matvieshen, Marie Kousins, and Cheryl Mason.



Allan Bradley



Hon. Theresa Oswald

**2006/2007
Annual
General
Meeting**



From left: Caroline Chartrand and Cathy Hopfner.

Nursing Awards

The PRHA wishes to recognize and congratulate four local health professionals who received accolades from their peers in 2007/2008. Cathy Hopfner, Caroline Chartrand, Dr. Michael Penrose and Kevin Thiele received prestigious awards in 2007.

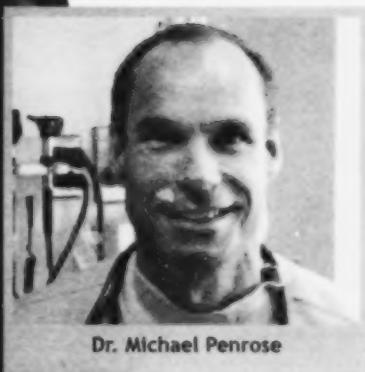
Cathy Hopfner of and Caroline Chartrand were honoured with the

College of Registered Nurses of Manitoba's (CRNM) "Excellence in Professional Nursing Award."

'Excellence in Professional Nursing Awards' recognize CRNM members who reflect all the major practice settings in which registered nurses work. These include direct care, administration, research and education. Essentially, the award is presented to registered

nurses whose practice exemplifies excellence in nursing.

Ms. Hopfner recently retired from the PRHA where she was a Clinical Services Manager within Public Health Program. Ms. Chartrand is presently the Coordinator of the Diabetes Integration Project with the Manitoba First Nation Diabetes Committee.



Dr. Michael Penrose

Physician Award

Dr. Michael Penrose of Dauphin was honoured with the Manitoba College of Family Physicians "Award of Excellence" during the 2007/2008 fiscal year.

Dr. Penrose has been practicing medicine in Dauphin for the past 18 years. He was recognized by his peers for his commitment to those for whom he cares, including

patients, trainees and the community at large.

Awards of Excellence recognize College of Family Physician (CFPC) members who, in the past 12 - 24 months, have made an outstanding contribution pertaining to one or more of the following areas: patient care; community service; hospital or health care institutions; College activities (National or Chapter); teaching, research or

other elements of the academic discipline of family medicine.

Dr. Penrose is a highly qualified and respected preceptor within the Parkland Family Medicine Residency Unit. He is also a mentor for Physician Assistants from the Canadian Forces Military Services School who have been receiving clinical training in Dauphin since 2003.

Awards & Honours

Research Honour

PRHA dietitian Kevin Thiele received national recognition in 2007 as part of a research team which zeroed in on obesity and weight management counselling to clients. The recognition came in the form of a published article in the Canadian Journal of Dietetic Research and Practice.

The project itself originated out of the University of British Columbia. Mr. Thiele became involved through a national recruitment call by the Dietitians of Canada.

Thiele says the findings are significant because Canadian dietitian's understanding and use of non-dieting approaches in relation to overweight and obese clients were very inconsistent. He says although this is a newer way of thinking about counselling related to health issues, overall terminology needs to be established so that the profession approaches these techniques in a more consistent manner.

This is Mr. Thiele's third peer-reviewed publication.

His other published articles include:

- 1) Initiating Insulin Therapy in Persons with Diabetes: A Rural Perspective. (Canadian Journal of Diabetes 2003).
- 2) Canadian Dietitians' Approaches to Counseling Adult Clients Seeking Weight-Management Advice. (Journal of the American Dietetic Association).



Kevin Thiele

Awards & Honours

Parkland Regional Health Authority



List of Municipalities

RM of Alonsa
RM of Dauphin
RM of Ethelbert
RM of Gilbert Plains
RM of Grandview
RM of Hillsburg
RM of Lawrence
RM of McCreary
RM of Minitonas
RM of Mossey River
RM of Mountain
RM of Ochre River
RM of Shell River
RM of Ste. Rose
RM of Swan River

Town

Gilbert Plains
Grandview
Minitonas
Roblin
Ste. Rose du lac
Swan River

Villages

Benito
Bowsman
Ethelbert
McCreary
Winnipegosis

First Nations Communities

Ebb and Flow
O-chi-chak-Ko-Sipi
Pine Creek
Sapotaweyak Cree Nation
Skownan
Tootinaowaziibeng
Treaty Reserve
Wuskwi Sipihk

Aboriginal Northern Affairs Communities

Baden
Barrows
Camperville
Crane River
Dawson Bay
Duck Bay
Mallard
Meadow Portage
National Mills
Pelican Rapids
Powell
Red Deer Lake
Rock Ridge
Salt Point
Spence Lake
Crane River
Clay Hills Reserve
RM of Lawrence
RM of Minto
RM of Ochre River
RM of Swan River
RM of Ste. Rose du Lac
RM of Valley River
RM of Westgate
RM of Willow River

PRHA Regional Corporate Office

625 - 3rd St. S.W.
Dauphin, Manitoba
R7N 1R7
Phone: (204) 638-2118
Toll Free: 1-800-259-7541
Fax: (204) 622-6232
e-mail: prha@prha.mb.ca
website: www.prha.mb.ca

Regional Human Resources Department

Box 448
Swan River, Manitoba
R0L 1Z0
Fax: (204) 734-5954
e-mail: cgray@prha.mb.ca

Parkland Regional Health Authority



List of Municipalities

RM of Alonsa
RM of Dauphin
RM of Ethelbert
RM of Gilbert Plains
RM of Grandview
RM of Hillsburg
RM of Lawrence
RM of McCreary
RM of Minitonas
RM of Mossey River
RM of Mountain
RM of Ochre River
RM of Shell River
RM of Ste. Rose
RM of Swan River

Town

Gilbert Plains
Grandview
Minitonas
Roblin
Ste. Rose du lac
Swan River

Villages

Bentito
Bowsman
Ethelbert
McCreary
Winnipegosis

First Nations Communities

Ebb and Flow
O-chi-chak-Ko-Sipi
Pine Creek
Sapotaweyak Cree Nation
Skownan
Tootinaowazibeng
Treaty Reserve
Wuskwi Sipihk

PRHA Regional Corporate Office

625 - 3rd St. S.W.
Dauphin, Manitoba
R7N 1R7
Phone: (204) 638-2118
Toll Free: 1-800-259-7541
Fax: (204) 622-6232
e-mail: prha@prha.mb.ca
website: www.prha.mb.ca

Regional Human Resources Department

Box 448
Swan River, Manitoba
R0L 1Z0
Fax: (204) 734-5954
e-mail: cgray@prha.mb.ca

City
Dauphin

